

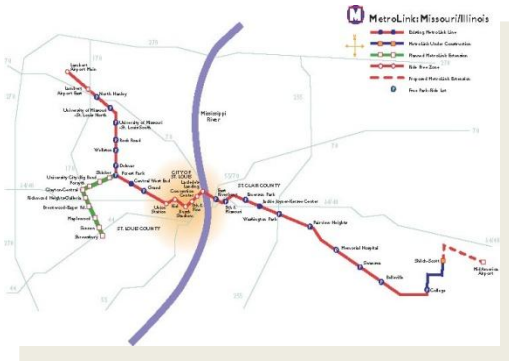
METRO



METRO PROVIDES
TRANSPORTATION TO THE
ST. LOUIS METROPOLITAN
REGION

Metro

2.1 million residents
3,600 square miles



Missouri

St. Louis City
St. Louis County
St. Charles County



Illinois

Madison County
St. Clair County
Monroe County

87 LIGHT RAIL VEHICLES

370 DIESEL BUSES

120 PARATRANSIT VANS



AVERAGE AGE OF THE FLEET



- METRO BUS 9 YEARS
- PARATRANSIT 3.5 YEARS
- METROLINK 15 YEARS

REDESIGNED FLEET MAINTENANCE IN 2000

- CONTROL OPERATING COST
- MANAGE LIFE CYCLE COST
- REDUCE CUSTOMER COMPLAINTS

MANAGE LIFE CYCLE COST

- **DETERMINE EXPECTED LIFE FOR ASSET**
 - **BUS 15 YEARS AND 750,000 MILES**
- **CREATE A MAINTENANCE PLAN IN ORDER TO ATTAIN THE EXPECTED LIFE**
 - **MAJOR INSPECTION POINT EVERY 50,000 MILES**

CREATE A MAINTENANCE PLAN

- **AUDIT OEM RECOMMENDATIONS**
- **SET INTERVALS**
- **DEVELOP STANDARD PROCEDURES**
- **DEVELOP BILL OF MATERIALS**
- **TRAINING AND TOOLS**
- **FOLLOW UP**

BUS MAINTENANCE TODAY

Bi Weekly Driver Pre Trip
6,000 Mile Oil Change
10,000 Mile Inspection

Planned Maintenance at 50K intervals

THE PLAN

MINOR ACTIONS EVERY 50,000 MILES

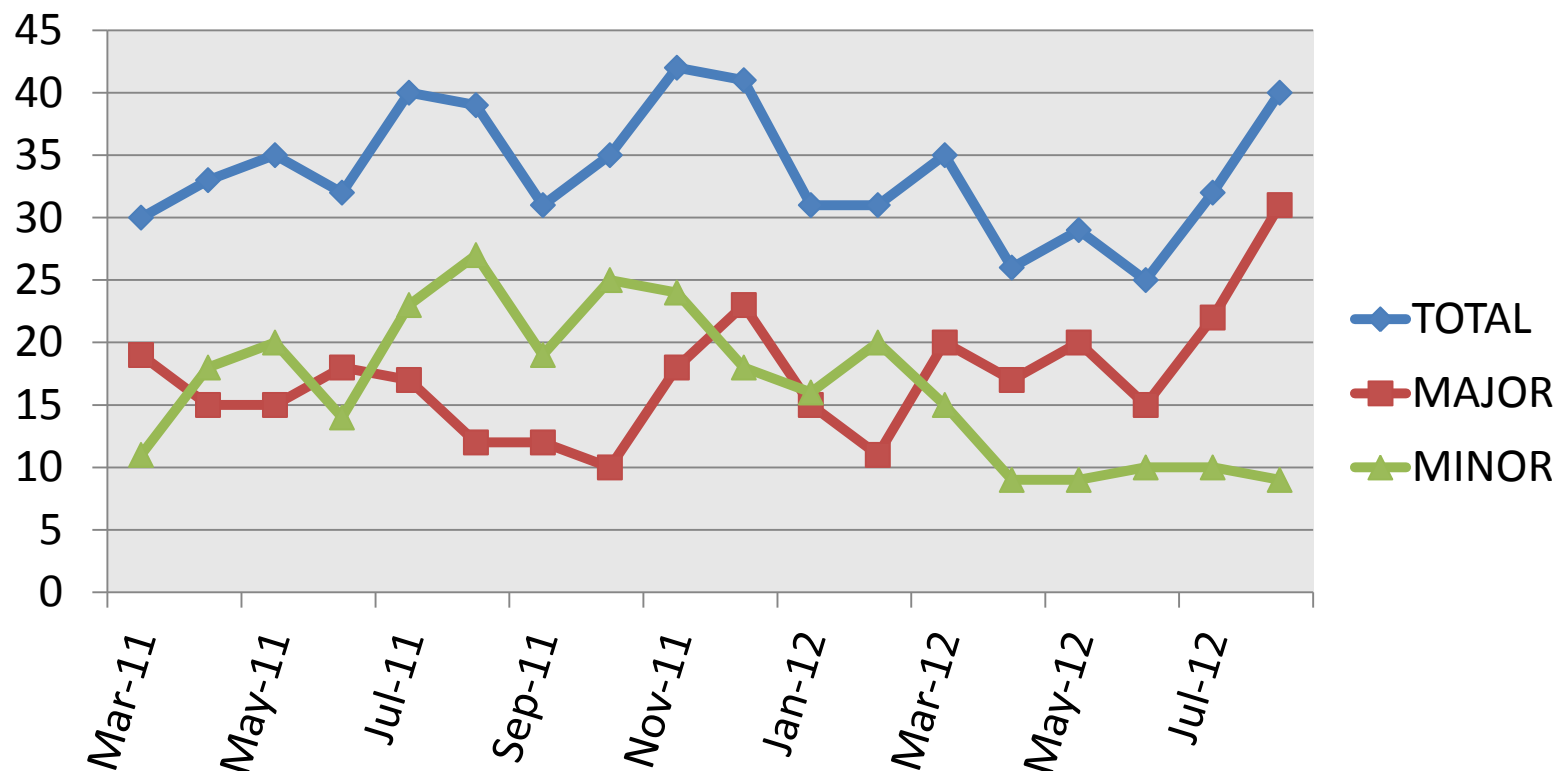
- **50K, 150K, 250K, 350K, 450K, 550K**

MAJOR ACTIONS EVERY 100,000 MILES

- **100K, 200K, 300K, 400K, 500K, 600K**

PLANNING

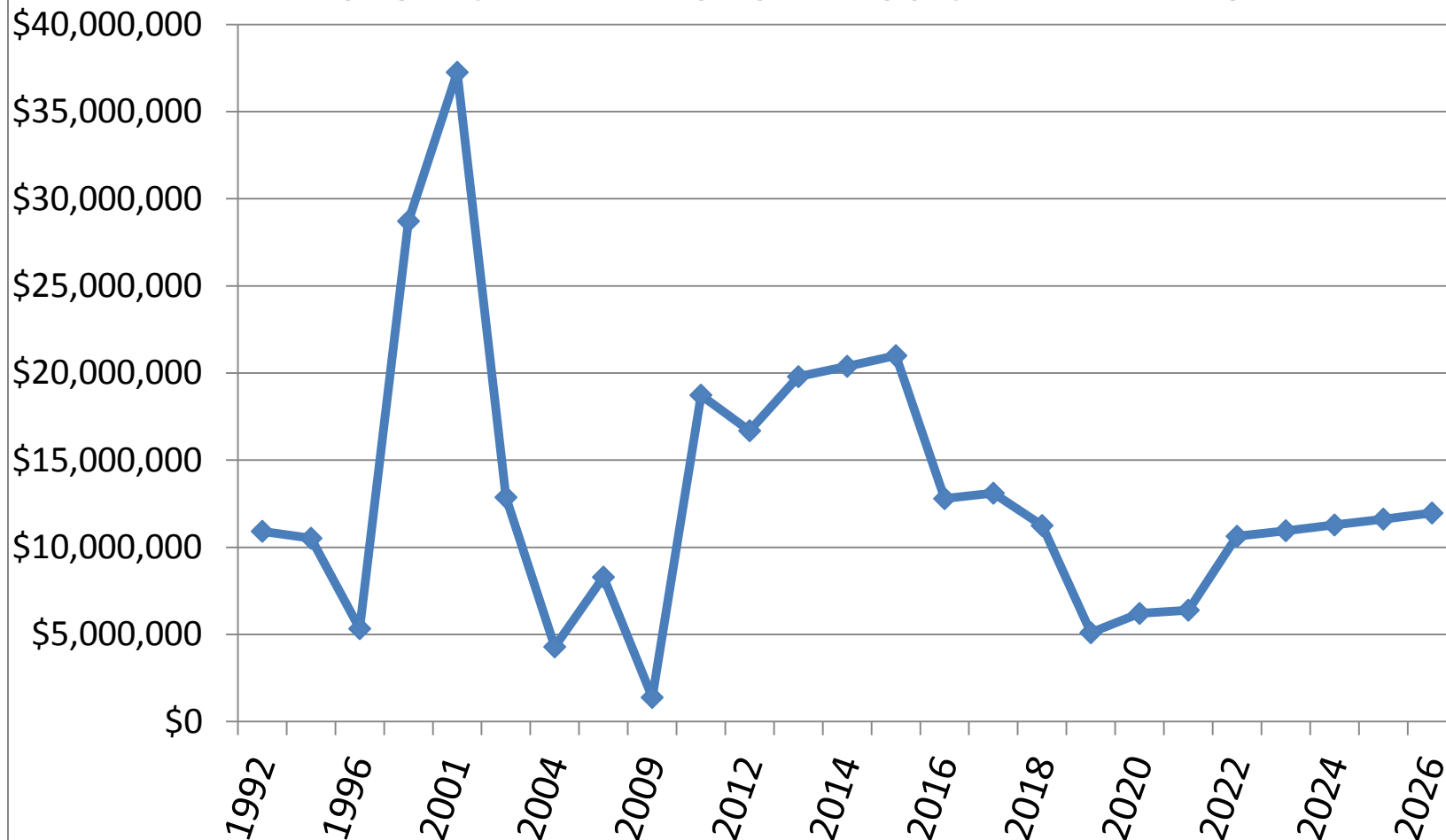
FORECAST K INSPECTIONS FOR 18 MONTHS



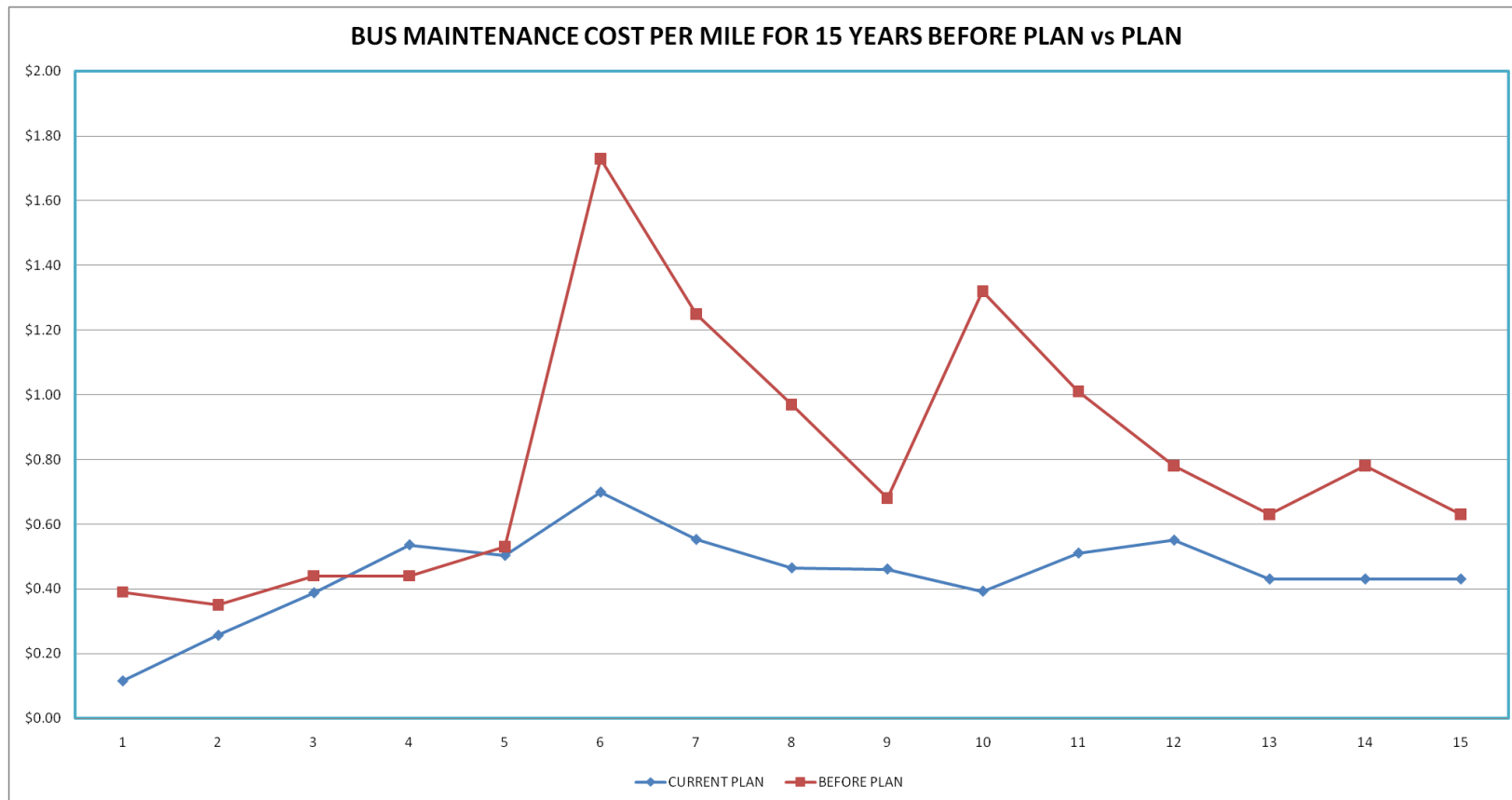
RESULTS

CONTROL CAPITAL COST

HISTORICAL AND FUTURE BUS CAPITALIZATION

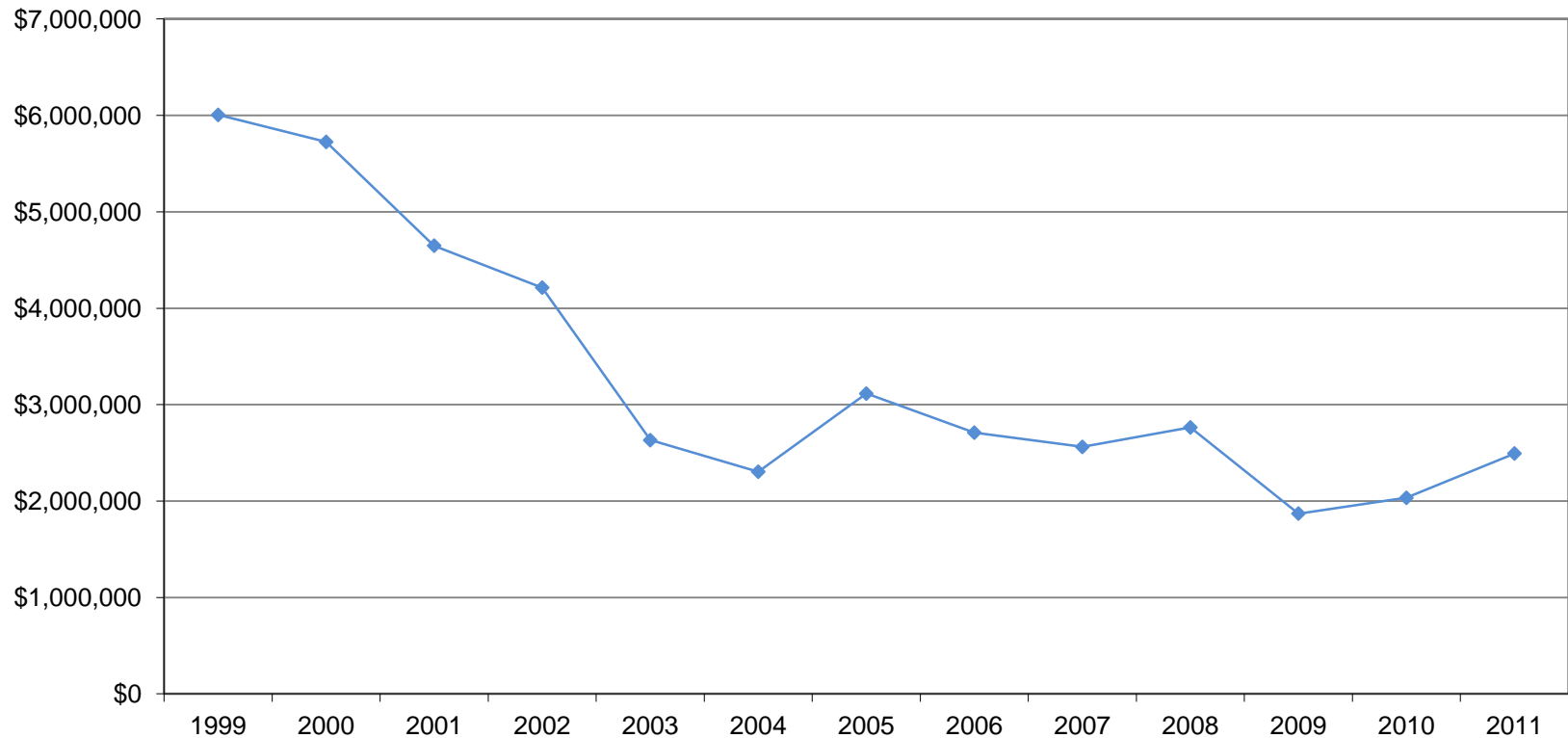


REDUCED OPERATING COST



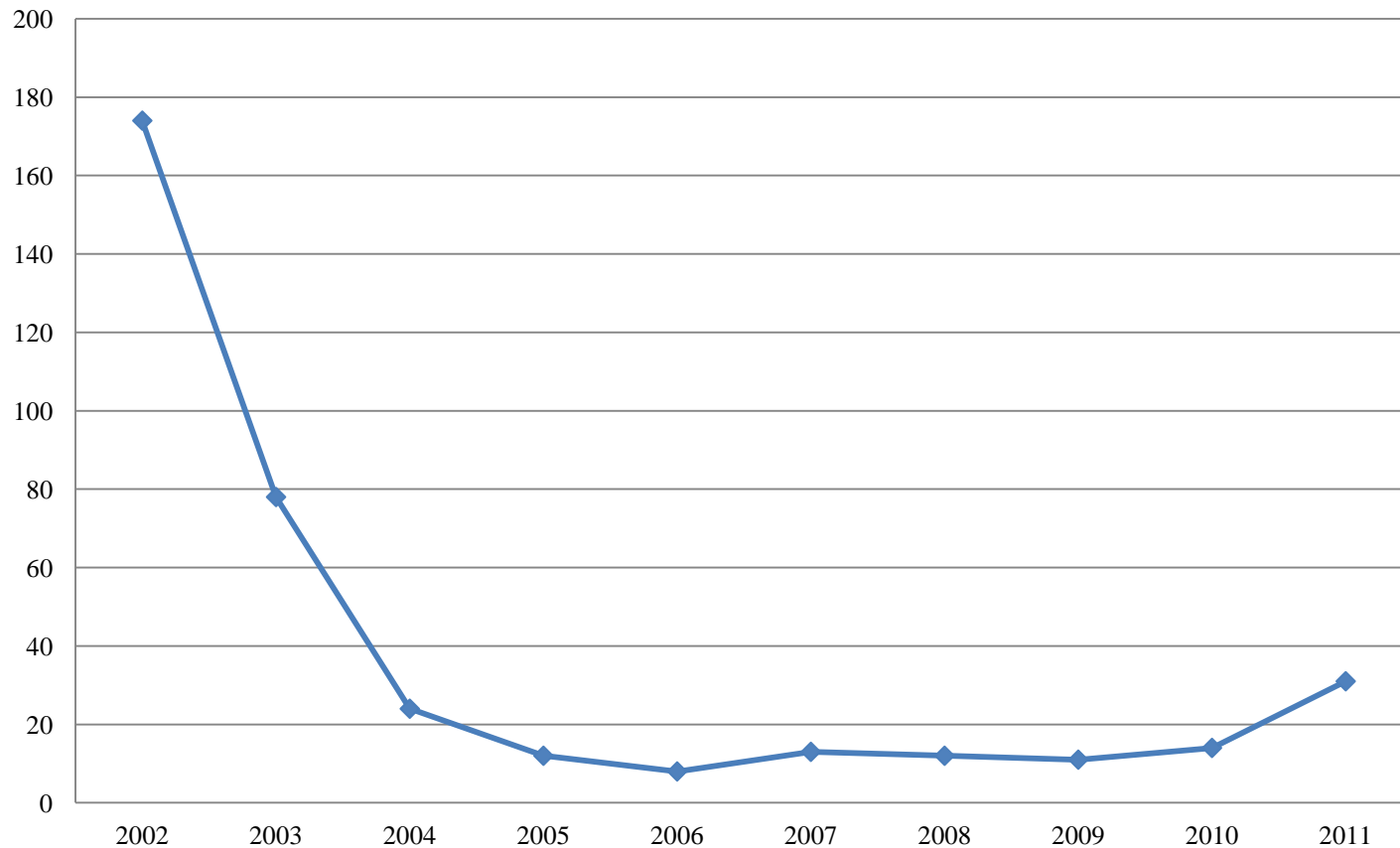
REDUCED DOLLARS HELD IN INVENTORY

INVENTORY DOLLARS BY YEAR



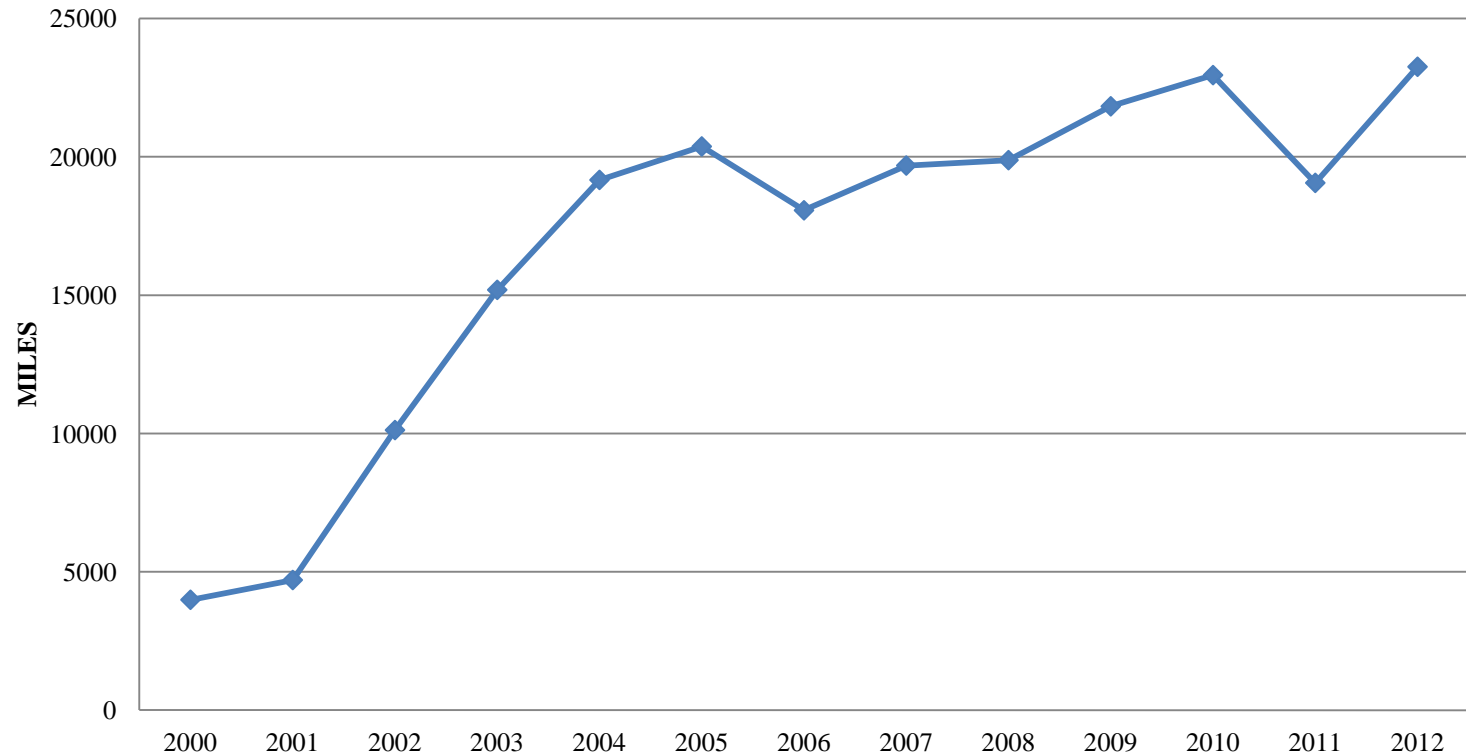
IMPROVED CUSTOMER SATISFACTION

BUS CUSTOMER COMPLAINTS BY YEAR



IMPROVED PERFORMANCE

BUS ONLY MEAN DISTANCE BETWEEN FAILURES



IMPROVED PERFORMANCE

ALL MODE MDBF

